

# **UNC REX HEALTHCARE VOLUNTEER POSITION DESCRIPTION**

**Volunteer Position Title: Food Pantry Volunteer Ambassador**

**Service Area/location: Food Pantry**

**Hours and Days of Assignment: Monday- Friday, various times**

**Relationships:**

**Reports to: Food Pantry Operations Manager**

**Role and Purpose of Assignment:**

Inpatients will be screened upon admission to the floor for food insecurities by case management. For those that screen positive for food insecurity, we will offer a prescription to the UNC REX Healthcare Food Pantry. The food pantry volunteer will help put together bags of food for a family of four for three days. Bags will be picked up at the pantry by patients, family members, or transport and we will also offer the option to deliver them to the patient rooms in the future. The food pantry allows us to provide fresh, healthy food to our food insecure patients after discharge and to give them resources to obtain additional food in their home community after their hospital stay. At UNC REX, we believe it is our duty to provide these patients with healthy food options not only during their hospital stay but also after they are discharged.

**About our Food Pantry**

The number of patients being screened for food insecurities has recently increased, which has resulted in more referrals to our food pantry with guest services. This role will involve packing up food items for patients in need and delivering these items to the patient's room before discharge. This is a wonderful and meaningful role that provides our patients with food insecurities access to food before leaving the hospital.

**Essential Job Duties and Responsibilities:**

- Put together bags of food from the pantry storage room including dry storage goods and refrigerated or perishable goods that reflect the correct number of fruits/vegetables, grains, and protein as advised by REX dieticians for a family of four for three days regardless of the patient's family size.
- Deliver the bags to patient rooms at discharge or assist patients in food pantry for pick up.
- Maintain color coded organization of food pantry by food type (fruits, vegetables, grains, protein).
- Use a printed work queue to determine which qualified patients picked up their food pantry prescription and the total number of orders filled each day.
- Work the front desk at the food pantry for patients that will be picking up the food themselves.
- Unbox food delivered from vendors and stock the shelves and refrigerators in the food pantry with standard size food items (no industrial size cans or boxes will be offered in the pantry).
- Inventory food in the pantry.
- Maintain an orderly and sanitary food pantry.
- Refrains from serving any spoiled/expired foods, leaking food, opened containers, or unhealthy food options (e.g., candy, high sugar content foods and beverages).

### **Behavioral Expectations:**

- Reports for scheduled shifts. If unable to work your shift, please let the manager know in advance.
- Distributes food and restocks shelves using the FIFO (First In, First Out)
- Ensures that refrigerators remain at a safe temperature and fills out temperature log.
- Stores food at least 6 inches from the ground and does not put any food, food containers, or shipping boxes directly on the floor.
- Exhibits a friendly, professional manner in all communications. Remains polite and courteous of all parties and maintains a helpful manner.
- Projects an energetic, service-oriented, attitude toward all patients, clients, visitors, and staff.
- Adheres to all safety standards, policies and procedures. Reports any unsafe working condition or equipment to the supervisor. Practices Universal Precautions.
- Demonstrates an appreciation and appropriate response to the needs of people of all ages.
- Abides by all UNC REX rules and regulations; understands and follows the confidentiality policy and abides by HIPAA regulations.
- Strives to maintain a clean and orderly environment.
- Accepts responsibility for continuous improvement by making suggestions.
- Refrains from using strong odors, i.e., colognes, perfumes, etc.
- Reflects the values of the organization.

### **Populations Served: Inpatients of UNC REX with food insecurities**

### **Skills and Qualifications:**

- Able to understand and abide by the confidentiality policy and follow HIPAA regulations
- Able to meet the attendance requirements of the assignment
- Has excellent customer relations skills

**Physical Requirements: Standing for extended periods, squatting, lifting up to 25 lbs., walking long distances and pushing carts.**

**Length of commitment required: 6 months; can vary for college students and teens**

### **Training Plan:**

- Complete orientation and on-boarding process.
- Participate in training to learn specific job duties and responsibilities.
- Annually, complete all requirements including, but not limited to, confidentiality, HIPAA, service excellence and safety/infection prevention update sessions.
- Complete initial and annual TB screening and other infectious disease screening as required.
- Attends in-service and other staff meetings, as needed

**VSD/food and nutrition (date implemented 10-2018)**